

April Whitfield

Certified Nursing Assistant

Aprilan25@gmail.com

Professional Summary

Caring professional with proven experience in customer service and hospitality looking to transfer related skills into a Certified Nursing Assistant position. Knowledge of human development theory gained through college coursework, combined with hands-on people skills. Leveraging exceptional personal care skills to aid residents in the activities of daily living. Aptitude for conversation and making others feel at ease.

Highlights of Qualifications

- Competent at taking and recording vital signs.
- Proven ability to observe and report patients' conditions.
- Interpersonal Skills
- CPR and AED Certified
- Skilled in basic patient care
- Excellent multi-tasking ability
- Effectiveness and efficiency

Student Ambassador | Bakersfield College Outreach and School Relations | Bakersfield, CA

Aug 2015-Current

- Triage incoming calls to various departments within the College.
- Maintained and schedule appointments and maintained appointment calendars for multiple Outreach staff.
- Provided excellent customer service to diverse group of clients, including students, employers, and visitors. Also directed them to appropriate destinations.
- Organized and file paperwork pertaining student's academic records (personal information, transcripts, and test scores).
- Performed administrative and clerical duties such as typing correspondence and documents as well as assisted with the needs of the manager.
- Proofread department documents/handouts, statistical data, academic records, and reports.
- Maintained high levels of confidentiality and security of academic records and evaluations.

Copy and Print Supervisor | Staples | East point, GA

November 2011-January 2014

- Advertised and promoted copy and print services.
- Trained new oncoming copy and print associates on monthly promotions and sale pitches.
- Confirmed purchase orders from 3 departments, prepared bank deposits, and ordered currency via phone for banking when needed.
- Maintained vendor files and responsible for back-up cashiering.
- Performed general record-keeper; Reconciled cash with sales records daily.

Receptionist | Children and Family Services | San Bernardino, CA

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April 2010-April 2011

- Responded to high volumes of phone calls, emails, and in-person inquiries.
- Obtained caller's name and arranged for appointment with person called upon.
- Maintained confidentiality with clients and social workers.
- Coordinate delivery of incoming and outgoing mail and correspondence for 12 social workers.
- Ordered necessary office supplies and maintain office inventory.
- Operate office machinery such as fax, copier, and scanner.
- Maintained a courteous and professional demeanor in a high stress environment.

Education

High School Diploma

Cajon High School, San Bernardino, CA

August 1999-May 2003

Administrative Office Assistant Associate of Arts

Bakersfield College, Bakersfield, CA

August 2015-May 2018

Office Assistant Certificate of Achievement

Bakersfield College, Bakersfield, CA

August 2015-May 2018

Certified Nursing Assistant

Bakersfield College, Bakersfield, CA

January 2020-May 2020

Achievements

Outstanding Professionalism Award

August 2017-December 2018

I achieved this award from Bakersfield College EOPS/CARE Program for strong work ethics and a positive disposition. Also, the use of my communication skills in diverse situations with diverse people.

References

Available upon request.

References

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Bakersfield College Outreach and School Relations

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